



Center for Health

Guide to Accessing Your HealthFlex Benefits



General Board

Pension and Health Benefits

Caring For Those Who Serve

Welcome to HealthFlex



HealthFlex—offered through the Center for Health—is an integrated, wellness-driven health program focused on you. Just as John Wesley encouraged healthy living, HealthFlex supports participants like you to improve the quality of your health. HealthFlex is more than just a health insurance plan—it’s a comprehensive approach to healthier living.

This guide can make it easy to access HealthFlex-related resources and to make informed use of health care services available through HealthFlex. Many of these resources are available to you and your family (if covered by HealthFlex) at no additional cost or at a low out-of-pocket cost.

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Health Team

For questions about your HealthFlex benefits contact the General Board of Pension and Health Benefits (General Board) Health Team at **1-800-851-2201**.

Health Team representatives are available **Monday through Friday, 8 a.m. to 6 p.m., Central time.**

If you need help logging into the HealthFlex/WebMD website, contact WebMD at **1-866-302-5742**.

HealthFlex/WebMD Website— Your Portal to Information About Health and HealthFlex

Almost all of the information you need about HealthFlex plans and services can be accessed through the HealthFlex/WebMD website. Go to the General Board website at www.gbophb.org and click on the **HealthFlex/WebMD** icon to begin logging in. (Follow the login instructions in the right column.)

You must already be enrolled in HealthFlex to access the HealthFlex/WebMD website. If you have questions about your enrollment in HealthFlex, please contact your plan sponsor (typically your conference office or human resources department).

Visiting the HealthFlex/WebMD website is the easiest way to stay up-to-date on information about HealthFlex. On the website, you can:

- access details about HealthFlex benefits and wellness programs,
- calculate your out-of-pocket costs for medical services or prescription drugs,
- make benefit elections, and
- learn about health conditions.

Make the HealthFlex/WebMD website your first stop for answers to all your health-related questions. Visit the website regularly for updated announcements about relevant health topics and HealthFlex benefits and programs.

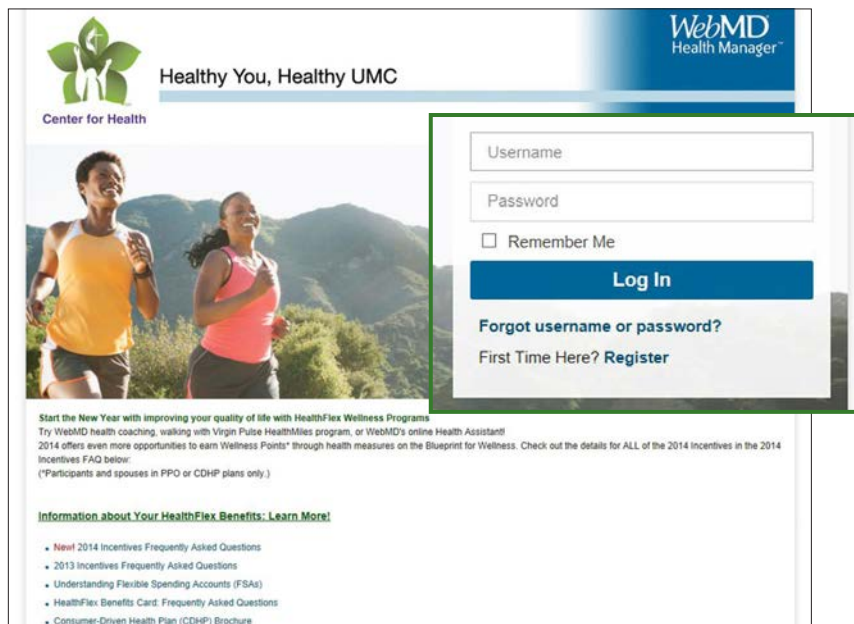
The HealthFlex/WebMD website offers extensive health information and direct links to websites for the HealthFlex vendors that provide your medical, pharmacy, behavioral health and other benefits, including Blue Cross and Blue Shield of Illinois (BCBSIL) or UnitedHealthcare (UHC), Catamaran and United Behavioral Health.

How to Log Into HealthFlex/WebMD

Follow these steps to log into the HealthFlex/WebMD website—your portal to health information, resources, benefit summaries and websites of HealthFlex vendor partners. You can use any Internet-accessible computer.

1. Type **www.gbophb.org** into your browser. This will take you to the General Board home page.
2. Click on “**Account Login**” at the top of the page and select “**HealthFlex/WebMD.**” This will take you to the WebMD login page.
3. Enter your **username** and **password**. (If this is your first time on the website, click on “**First Time Here? Register**” to create a username and password. Follow the steps outlined on the WebMD registration page.)

If you need help logging in, contact WebMD at **1-866-302-5742**.



Learning About Your Benefit Details



Details about your HealthFlex benefits and plan options are available through the HealthFlex/WebMD website. (See *website instructions on page 2.*)

After you log into HealthFlex/WebMD and reach the WebMD home page, select **“HealthFlex Plan Benefits”** in the right column. This will take you to the Ceridian Benefits Online Web page.



On the Ceridian Web page, browse through the **“Documents”** column to view benefit summaries for your medical, vision, dental (if available through your plan sponsor) and behavioral health plans, as well as information about flexible spending accounts (FSAs). The Ceridian Web page is also where you will make your benefit elections or set aside money into an FSA when you're new to HealthFlex, during each year's Annual Election period, or when you have a status-changing life event (such as marriage or the birth of a child).

Your plan sponsor also can provide benefit summaries. However, the most comprehensive and updated HealthFlex information is online.

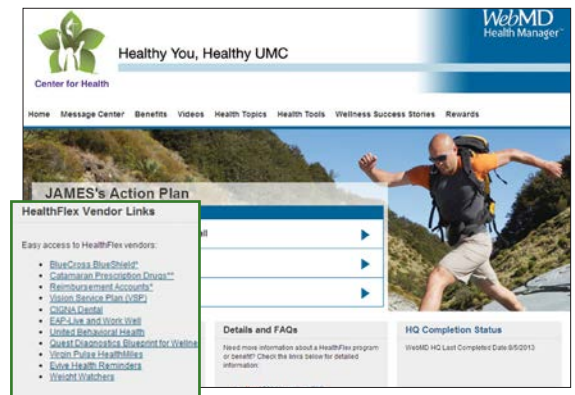


Ceridian Web Page—Documents List
You can click on any title to open the document.

Accessing Information on Providers and Claims

Medical—UnitedHealthcare (UHC) or Blue Cross and Blue Shield of Illinois (BCBSIL)

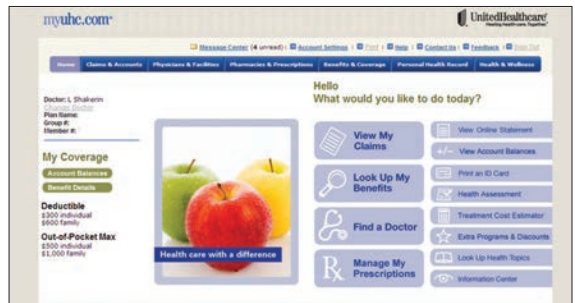
After you log into the HealthFlex/WebMD website, scroll down to **“HealthFlex Vendor Links”** in the left column. Then choose **“UnitedHealthcare”** or **“Blue Cross Blue Shield,”** depending on your medical plan vendor.



From the UHC website:

- Choose **“Find a doctor”** to search for an “in-network” provider.
- Choose **“View my claims”** to access claims information.

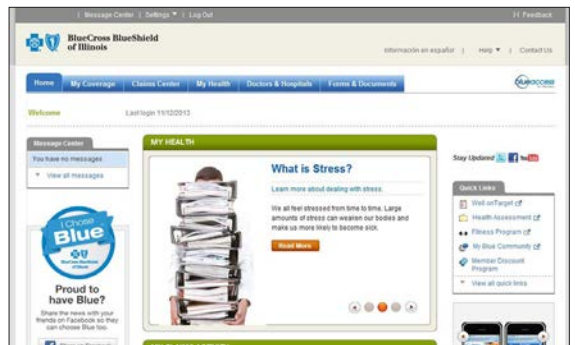
You also may contact UHC directly by calling **1-800-901-1939**.



From the BCBSIL website:

- Choose **“Doctors & Hospitals”** to search for an “in-network” provider.
- Choose **“Visits & Claims”** to access claims information.

You also may contact BCBSIL directly by calling **1-866-804-0976**.



Prescription Drugs—Catamaran

After you log into the HealthFlex/WebMD website, scroll down to **“HealthFlex Vendor Links”** in the left column. Then choose **“Catamaran Prescription Drugs.”** To place an initial order or request a prescription refill, select **“Catamaran Home Delivery”** in the left column or the **“Mail Order”** banner. For information about medications and to learn about generic drugs that may be therapeutically equivalent or an appropriate alternative to a prescribed name-brand drug, select the **“Price and Save”** banner. (Always check with your doctor before changing a medication that has been prescribed.)

You also may call Catamaran directly at **1-855-239-8471**.

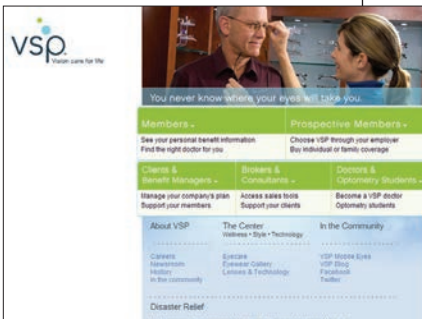


Accessing Information on Providers and Claims



➔ **Behavioral/Emotional Health—United Behavioral Health (UBH)**
 After you log into the HealthFlex/WebMD website, scroll down to “**HealthFlex Vendor Links**” in the left column. Then choose “**EAP—Live and Work Well.**” Find an in-network provider for EAP or behavioral health services by selecting “**Search for Clinician**” in the “**Quick Links**” column. If you utilize behavioral health benefits, you can create a secure account on the EAP website to access information about your behavioral health claims.

You also may call UBH directly at **1-800-788-5614** to access either EAP services or behavioral health benefits information.



➔ **Vision—Vision Service Plan (VSP)**
 After you log into the HealthFlex/WebMD website, scroll down to “**HealthFlex Vendor Links**” in the left column. Then choose “**Vision Service Plan (VSP).**” You will need to register with a user ID and password to access details about your vision benefits.

You also may call VSP directly at **1-800-877-7195**.



➔ **Dental—CIGNA (if offered through HealthFlex by your plan sponsor)**
 After you log into the HealthFlex/WebMD website, scroll down to “**HealthFlex Vendor Links**” in the left column. Then choose “**CIGNA Dental.**” You will need to register with a user ID and password to access information about your specific benefits. *(Please note: Some plan sponsors do not choose to offer CIGNA dental coverage through HealthFlex. Check with your plan sponsor or benefits officer to confirm your coverage.)*

You also may call CIGNA directly at **1-800-244-6224**.



How to Enter the HealthFlex/WebMD Website

Most of the information you need about HealthFlex services and benefits can be accessed through the HealthFlex/WebMD website. Here’s how to enter this website from an Internet-accessible computer.

1. Type **www.gbophb.org** into your web browser (near the top of your computer screen).
2. Click on “**HealthFlex/WebMD**” under “**Account Login.**”
3. Enter your **username** and **password**—or click on “**First Time Here? Register**” if you have not yet registered on this website.
4. On the WebMD home page, choose links to many useful Web pages—located under the “**HealthFlex Vendor Links**” heading and in the right column.

Exploring Consumer Education Tools— Compare Providers, Costs and Options

Take advantage of online educational tools designed to help you and your family make informed choices about providers and treatments. You can access these tools from your WebMD home page under the heading **“Consumer Tools to Guide Your Health Care Choices.”**

Hospitals—Estimate the cost of treatment and compare hospital quality.

Prescription Medications—If your doctor prescribes a medication, you can use Catamaran’s **“Price and Save”** tool to explore whether there are different medication choices—such as a generic equivalent or a therapeutic alternative—that might be just as effective but cost less. From the WebMD home page, select **“Catamaran Prescription Drugs”** under the **“HealthFlex Vendor Links”** banner (left column). Then select the **“Price and Save”** banner.

Important: Talk with your physician and pharmacist before making any medication changes.



HealthFlex Vendor Links

Easy access to HealthFlex vendors:

- [BlueCross BlueShield*](#)
- [Catamaran Prescription Drugs**](#)
- [Reimbursement Accounts*](#)
- [Vision Service Plan \(VSP\)](#)
- [CIGNA Dental](#)
- [EAP-Live and Work Well](#)
- [United Behavioral Health](#)
- [Quest Diagnostics Blueprint for Wellness*](#)
- [Virgin Pulse HealthMiles](#)
- [Evia Health Reminders](#)
- [Weight Watchers](#)

*denotes "single sign on" and does not require further login.

**Additional login temporarily required. Please accept the terms, then register. ID number = the 9 digits following any letters on your medical (BCBS or UHC) ID card.

Consumer Tools to Guide your Health Care Choices

Guide Your Health Care Choices with These Useful Tools!

- [Estimate prescription drug costs](#) with Catamaran
- Find an in-network [provider](#) for the lowest out-of-pocket costs
- Estimate the [cost of a treatment](#) at different hospitals
- Compare [hospital quality](#) for a

Accessing Wellness Tools and Resources



How to Enter the HealthFlex/WebMD Website

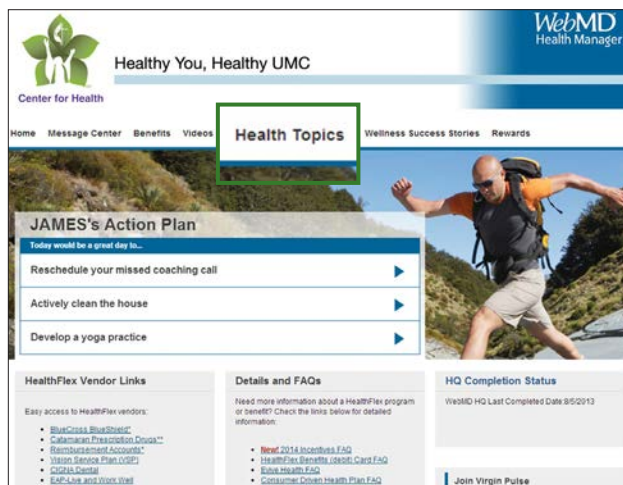
1. Type **www.gbophb.org** in your Internet web browser (near the top of your computer screen).
2. Click on “**Account Login**” and then “**HealthFlex/WebMD**” at the top of your screen.
3. Enter your **username** and **password**.

In addition to information about your benefits and claims, you also can access a wealth of wellness tools and resources through the HealthFlex/WebMD website. These tools and resources align with Wesleyan values and the HealthFlex commitment to promoting healthier living and improved vitality for those who serve The United Methodist Church.

Being informed about health risks and conditions may help you take steps to lower your risk of disease. If you have a medical condition, learning more about the condition and available treatments may help you be more proactive in discussions with your doctor about which treatment choices best meet your needs.

Health Information—provided by WebMD

Browse through credible information about more than 150 medical conditions and wellness topics—available to HealthFlex participants through WebMD, an industry-leading provider of health content. After you log into the HealthFlex/WebMD website and reach the WebMD home page, click on “**Health Topics**” at the top of the page.



HealthQuotient (HQ)—provided by WebMD

Get started on the path toward managing health risks and preventing chronic disease by taking WebMD’s HealthQuotient (HQ). The HQ is an online health questionnaire that connects you to other important health tools offered through HealthFlex—including free, confidential health coaching if you qualify based on your health profile. The HQ is a great first step toward assessing your health and wellness needs and improving your overall health. Be sure to take the HQ during the incentive period: August 1–September 30.

Virgin Pulse HealthMiles

Being physically active promotes good health, relieves stress and helps you re-energize. The Virgin Pulse HealthMiles physical activity/walking program offers a financial incentive for activities such as walking, running,

dancing and golfing. The more you move while wearing your GoZone pedometer, the more HealthMiles you will accrue. HealthMiles convert to HealthCash—which can be redeemed for retailer gift cards or deposited into your bank account.

Learn more about the program online; from www.gbophb.org, select “Center for Health” and browse “Services and Programs.” To enroll, log into the HealthFlex/WebMD website and click on “Join Virgin Pulse.”

Health Coaching—provided by WebMD

Participants and spouses covered by HealthFlex can receive one-on-one, confidential support from a personal health coach. Health coaching helps individuals adopt healthy lifestyle habits that may reduce their risk of disease in the future. Coaching is tailored to the individual’s health profile and priorities, and often addresses common risk factors, including: high cholesterol, high blood pressure, weight management, incomplete nutrition and sedentary lifestyle. The program’s “whole person” approach means health coaches address individuals’ overall well-being—rather than only specific risk factors. Health coaching is provided over the phone at no extra cost to you—and is completely confidential. WebMD’s health coaches include registered dietitians, exercise physiologists and other qualified health professionals.

Start by taking the HealthQuotient health risk assessment on the HealthFlex/WebMD website to see if you are eligible for coaching. For more information about health coaching, call WebMD at **1-866-302-5742**.

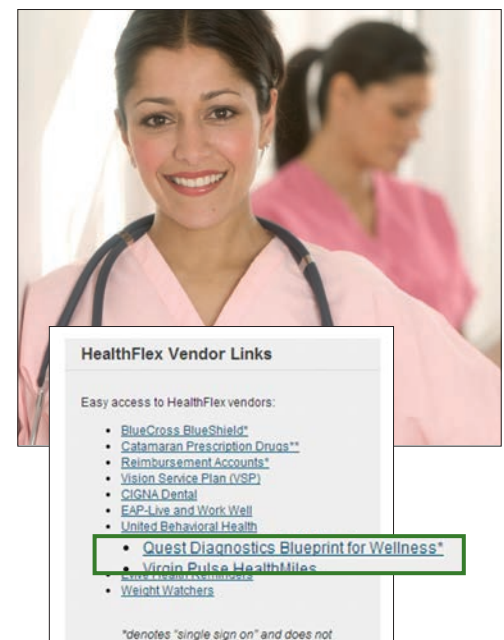
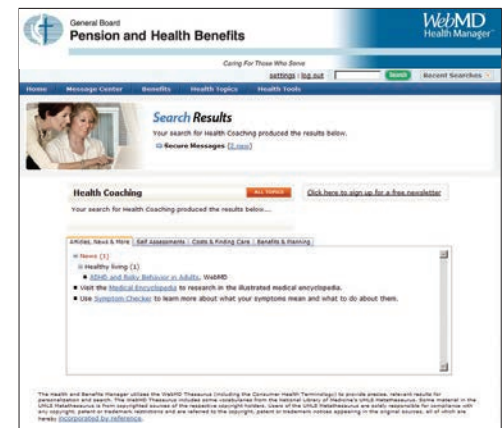
Blueprint for Wellness Biometric Screening

The Blueprint for Wellness biometric screening by Quest Diagnostics involves a blood draw followed by lab analysis. The screening includes tests for common health risks, such as:

- Cholesterol, lipid, blood sugar and diabetes screening;
- Tests for liver, kidney, thyroid, and other organs and body systems; and
- Measurement of blood pressure, height, weight and waist circumference (if taken at a plan sponsor event or at most local Quest laboratories).

The screening provides a snapshot of your current health measurements to share with your doctor and to help shape your personal health and wellness goals.

Screenings can be taken at local Quest Diagnostics laboratories (pre-registration required) or at an onsite event hosted by your plan sponsor—typically Annual Conference or an employee health event (pre-registration recommended). Pre-registration can be done by phone at **1-866-908-9440** or online by selecting “Quest Diagnostics Blueprint for Wellness” under the “HealthFlex Vendor Links” menu after logging into the HealthFlex/WebMD portal. No additional username/password is required.



Accessing Wellness Tools and Resources



Employee Assistance Program (EAP)—provided by United Behavioral Health

You and your family members (if covered by HealthFlex) may schedule up to eight in-person visits per concern with a local counselor or psychologist at no out-of-pocket cost. These visits are always confidential and may be considered for a variety of reasons, such as workplace stress, family or marital challenges, communication difficulties and many other concerns. Access these free, confidential visits by first calling the EAP at **1-800-788-5614**.

Live and Work Well Website—provided by United Behavioral Health

Save time and reduce stress by finding services, referrals and support to help improve life at home and work. Many resources are available on the EAP website, including:

- elder support information,
- child/parenting information,
- financial and legal information,
- life learning, and
- chronic condition support.

Access this website directly from the HealthFlex/WebMD website. After you log in, choose “**EAP—Live and Work Well**” under the “**HealthFlex Vendor Links**” menu. For more information, call **1-800-788-5614**.

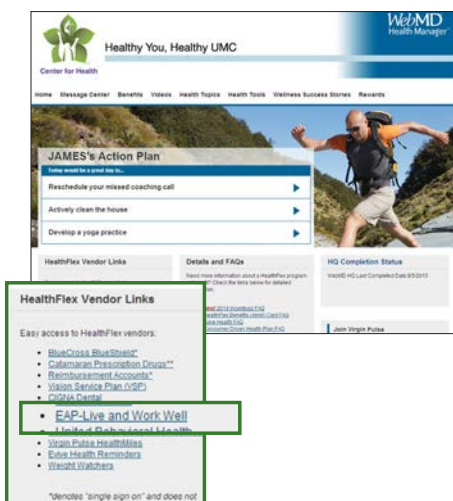
Work/Life Services—provided by United Behavioral Health

Enjoy personal assistance if you need to research local resources for elder care, child care, financial or legal needs, or even something as simple as finding a local kennel. Services are provided by phone at no cost through the EAP; call **1-800-788-5614**.

Healthy Pregnancy Programs—provided by UnitedHealthcare and Blue Cross and Blue Shield of Illinois

These programs provide educational information and support throughout pregnancy at no cost to the participant or family. It is recommended that expectant mothers enroll during the first trimester of pregnancy.

- For individuals covered by UHC, call **1-800-901-1939** to enroll.
- For individuals covered by BCBSIL, call **1-800-395-2229** to enroll.



HealthFlex—Supporting Your Overall Wellness

HealthFlex is far more than a health insurance plan. As part of the Center for Health, HealthFlex is a comprehensive approach to healthier living and overall wellness. Now that you're enrolled in HealthFlex, be sure to take advantage of the many resources available to enhance your physical health, emotional well-being and overall life balance. Most of these resources are available to you and family members enrolled in HealthFlex at no extra cost or at a very low out-of-pocket cost.

Health Team Offers Assistance

The General Board's Health Team offers an extra layer of customer service for HealthFlex participants. The Health Team can assist HealthFlex participants in many ways, such as:

- helping you with difficulty accessing the HealthFlex/WebMD website,
- clarifying details about your benefit coverage,
- addressing questions about claims and directing you to the carrier's customer service representative, and
- answering other HealthFlex-related questions you may have.



Health Team

Call **1-800-851-2201**. Health Team representatives are available **Monday through Friday from 8:00 a.m. through 6:00 p.m., Central time.**



Visit the Center for Health at www.gbophb.org/cfh.

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